

August 2002

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission (FCC)  
445 12<sup>th</sup> Street SW, TW-A325  
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

CapTel device DOES MAKE THE DIFFERENCE in my career life!!! I'm heavy user of a voice mail system (VMS) at work. Prior to this new experience, I had to use my TTY and pull in a relay communication assistant. I had a very limited access/control to the dial keys so I could speed up the process. Often I resorted to ASL interpreters to catch up with the VMS so I can be up to par with my responsibilities. Both of these methods are time consuming and energy draining.

Now with the CapTel, I'm able to do it independently, especially without using my voice. I'm able to respond to my customers and maintain a high level of customer service like any other peers. Also, it lessens my daily stress from a lack of timely critical information, serious misunderstanding, inadvertent message delete/erase, and short-turn around time for high-level responses. My customers start to appreciate the CapTel services as well.

I'm profound deaf (100 dB loss in both ears) and not VCO or 2LVCO user. CapTel device is the new state of the art communication service & technology. On a scale of economy, it would save our government agencies, public and private firms millions of dollars from ever-increasing demands for interpreters, missed deadlines, costly misunderstandings, time consumed to educate peers with TTY usage and etiquette, to name a few. I believe CapTel has a high potential for a permanent, full-time service.

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service. This will promote FCC as a diversity and equal employment advocate and strong supporter of Section 508/EIT equal accessibility policy.

Sincerely,

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